

**THE
SANTA FE
OPERA**



**THE SANTA FE OPERA
JOB DESCRIPTION – Usher**

Reports to: House Management and their Team Leader

Hours/Restrictions:

This is a seasonal, non-benefited and non-exempt position. The position is paid hourly at a rate of \$14.75

Job Description and Requirements:

- Ushers report to the theatre 2 hours prior to each performance. Ushers will stay until patrons have exited the theatre and the theatre has been cleared of programs and lost items. They may leave only when they are dismissed by House Management.
- Usher duties include greeting and assisting patrons of the Opera in a friendly and courteous manner, handing out program books, directing patrons to their correct seats, being very familiar with the seating is required, and answering questions about the theatre on performance evenings (approximately 38).
- This job requires the ability to work efficiently in a busy environment; this includes the ability to provide quality patron service while adhering to and enforcing the house rules.
- A flexible evening schedule is required and the ability to stand for extended periods of time.
- The usher crew will be led by a Team Leader and are expected to treat them with the same respect they would House Management.

Attire: All black attire including, but not limited to shirt, pants, skirts, dresses, jackets, and shoes (see usher manual for specifications).

Physical Standards:

Long periods of standing. Must be able to lift and transport items (such as Program Books) weighing up to 50 pounds.

This job description in no way implies that these are the only duties to be performed by the employee occupying this position. The fundamental job requirements are included and these are the essential job functions. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Employees will be required to perform any other job-related duties assigned by their supervisor.